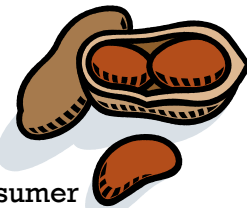




PHARMACY PATIENT NEWSLETTER



The pharmaceutical information source for the DoD consumer

Department of Pharmacy
Lyster Army Health Clinic
Fort Rucker, Alabama 36362

FALL/WINTER 2004

Volume 2 Issue 4

Keeping Healthy During Cold and Flu season!!

The cold and flu season has begun and lasts all the way through April. With the flu vaccine shortage, prevention becomes even more important. Remember that the cold and the flu are viruses and that antibiotics do NOT make them go away, only time will.

Some tips to help keep you healthy are as follows: If you are in the high risk category as defined by the ACIP, **get a flu shot**. **Wash your hands frequently**, as colds and flu are passed through coughing, sneezing and then touching surfaces. **Limit your exposure** to crowds and infected people. **Eat a well balanced diet**, with plenty of grains, fruits and vegetables. **Get at least 8-10 hours of sleep** a day. **Exercise** is also helpful as it can help the immune system better fight off germs. **Stay away from smoke** and if you smoke, stop smoking. Smoking interferes with the mechanisms that keep bacteria and debris out of your lungs. **If you're feeling stressed, try doing some stress management techniques**. People that are more stressed are more likely to get sick and experience worse symptoms.

When people get the flu, they know the exact day that it hits. The flu comes on suddenly; a cold comes on gradually. The symptoms of flu and cold can be similar: stuffy nose, sore throat, a cough and fever lasting 1-2 weeks. Differences between a cold and the flu are: if you have a cold you will have a runny nose and sneezing, with the flu you won't have a runny nose. The flu is more serious, lasts longer, and leaves you with a wiped-out feeling, headache, chills, dry cough and body aches.

If you do get a cold and/or the flu, there are measures to make you more comfortable. Drink plenty of fluids, such as water, juice, soup and non-caffeinated beverages. These help to loosen mucus, keep you hydrated, and make you feel better, especially if you have a fever. Avoid alcohol and caffeine as they tend

to dehydrate. Gargling with warm salt-water can soothe a sore throat. A cool mist humidifier or saline nasal drops may help relieve a stuffy nose. Over the counter meds such as acetaminophen and ibuprofen can help alleviate your symptoms of aches, fever and headaches. Nasal decongestants may help a stuffy nose, cough suppressants quiet a cough, expectorants help to loosen mucus so that it can be coughed up, and antihistamines help stop a runny nose and sneezing. There are also antiviral drugs that do help treat uncomplicated cases of the flu. If you think that you are a candidate for one, call your health care provider.

If after a week or so, you are not significantly better, you may need to seek medical attention. Signs and symptoms that may require a trip to the doctor include: a productive cough that may disrupt your sleep, fever that won't go down, shortness of breath, and pain in the face. Individuals with chronic health problems such as asthma and people with heart disease may need to seek attention sooner, as these illnesses can aggravate their conditions.

Dispensing Policies

Most chronic medications can be filled with up to a three-month supply if your physician deems it appropriate. In this instance, your physician may authorize 3 refills (or up to 11 refills for 30 days supply of medication).

Prescriptions over one year old from the date they are written are considered expired and require a new prescription, regardless of the number of refills remaining.

Controlled substance prescriptions may only be written for up to a 30-day supply of medication (with some exceptions) with a maximum of 5 refills and are considered expired after 6 months. Schedule II controlled substances may not be refilled.

An exception to the above policy is for controlled substance prescriptions for Attention Deficit or seizure disorders. Your provider may write up to a 90-day supply with one refill for Schedule III-V medications and no refills for Schedule II medications.

Hours of Operation



Chief, Pharmacy: LTC Cheryl Filby
NCOIC: SFC Gordon Dahle

Phone: 334-255-7178 (to speak with pharmacy staff)
Website: www.rucker.amedd.army.mil

Monday - Friday 0730 - 1730

Saturday 0800 - 1200

Day of No Scheduled Activity (DONSA) 0730 - 1600

THE PHARMACY IS CLOSED:

Sundays and all Federal Holidays

Mandatory Phone-- in Refill Policy

Patients must use the refill call-in service for prescriptions originally filled at LAHC. This is mandatory in order to avoid waiting in refill lines. Refills may be picked up at the Pharmacy refill window located in the hallway adjacent to the Blue Clinic (formerly the Family Care Clinic).

The active participation of the patient in this service allows us to distribute the prescription workload throughout the day. Patients need not take a ticket when picking up refills and can proceed directly to the refill window. Additionally, you may still request to speak with a pharmacist if you have any concerns or problems with your medications.

The Pharmacy holds refilled prescriptions for ten (10) working days (12 days total), then the order is returned to stock. When you phone in, the computer will inform you if your prescription can be filled and when it will be ready for pick-up.

If you do not have a phone or have trouble with the phone-in system, we offer a mail-in service. Simply pick up a request form from the pharmacy. After completing the requested information, mail it in and allow at least 7 business days for processing before picking up your medications.



If you are picking up prescriptions for anyone over 10 years old, you MUST have their valid ID card or a current copy (front and back).

*For Information Concerning
Your Prescription:
(334) 255-7178*

Lyster becomes Health Clinic

On 4 November, Lyster Army Hospital was officially redesignated as Lyster Army Health Clinic. The volume of inpatient traffic had been decreasing over the years and Lyster actually ceased inpatient services in July 2004. The dining facility ceased operations on 1 October 2004, but most, if not all of the current services will remain. Lyster has a great working relationship with the hospitals and specialty providers

in the Wiregrass area. For those patients needing specialty care or inpatient services, the TRICARE office will work closely with your primary care provider to ensure your continuity of care.

The Pharmacy will continue to provide ambulatory prescription services to all eligible beneficiaries regardless of TRICARE status. If you have any questions or concerns regarding the transition, feel free to contact the Lyster patient representative who can address your concerns.

Prescriptions Written by Civilian Providers

A Defense Eligibility Enrollment Reporting System (DEERS) check is no longer required prior to filling prescriptions from civilian healthcare providers. However, the reverse of every prescription must still be completed with the patient's full name and sponsor's SSN. The patient address and phone number will be verified with the CHCS computer information on file.

Please ensure that civilian prescriptions are presented to the pharmacy within two weeks of the date written, and within three days for controlled substance prescriptions. Also, each prescription must contain your provider's signature in ink, as stamped or computer generated signatures will not be honored. The Pharmacy cannot accept phone-in or faxed prescriptions.

In addition, we encourage civilian providers to authorize generic substitutions; failure to do so may prevent us from providing service to you.

If you have questions regarding the availability of a drug from your civilian physician, ask for assistance from a pharmacy staff member before taking a number.

REFILL CALL -IN SERVICE

**334-255-7671
or
1-877-520-1623
(toll free)**

Pharmacy Facts:

- ➔ The pharmacy dispensed more than 337,000 prescriptions in the last 12 months.
- ➔ The annual budget for the Department of Pharmacy is over \$8 million.
- ➔ Over 1,000 prescriptions are processed daily.